



Student Handbook

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National RTO Code: 90782

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Welcome to RuralBiz Training! We're delighted that we will be working with you to achieve your qualification. We are a registered training organisation regulated by the Australian Skills Quality Authority (ASQA) with more than 10 years' experience in delivering quality training and assessment to Australian students. We are committed to meeting the needs of our students and industry.

RuralBiz Training delivers nationally recognised training in:

- Agriculture (including horticulture)
- Education Support
- Governance

Our vision is to offer you a world class training experience that will have a positive impact on your life and work.

We do this by:

- Delivering training that is engaging, practical, innovative and relevant to students and industry
- Encouraging each student to apply their learning to real life situations
- Continually improving our business in a systematic way
- Ensuring our processes and systems are compliant with the *Standards for Registered Training Organisations 2015*.

RuralBiz Training is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment delivered in our courses and for the issuance of all AQF certificates.

CONTACT INFORMATION:

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Website: www.ruralbiztraining.com.au

1. QUICK ANSWERS TO COMMON QUESTIONS

This section answers some questions students ask about our flexible learning. Please read it carefully and let us know if you have any other questions.

What's my expected course length?

RuralBiz Training is a flexible organisation because our students can start throughout the year and are able to time their studies around their work and family commitments.

Just to clarify – here are the expected lengths for our courses

Course	Course length
Advanced Diploma and Diploma	2 years
Certificate III and IV courses	1.5 years

We expect that you will finish your course within the expected time frame, unless there are specific requirements related to your funding, or if you have arranged with us to extend or defer your enrolment.

What's the normal enrolment time for a unit?

The standard time for unit enrolments is:

Course	Unit enrolment
Advanced Diploma and Diploma	8 weeks
Certificate III and IV courses	4 weeks

For this purpose, unit level is defined by the *first number* in the unit code so AHCBUS401 is treated as a Certificate IV unit (first number is 4), even though it also appears in the Diploma of Agribusiness Management. Other levels with corresponding first code numbers in brackets are Certificate III (3), Diploma (5) and Advanced Diploma (6).

What's a training plan?

A training plan is a list of the units proposed for your course, with the expected start and finish dates for each unit. You would have received an initial training plan when you enrolled in your course.

Your training plan can be amended at any time, to keep it in line with your needs and your current course finish date.

Why is there an Angel contacting me?

Every student is allocated an Angel at enrolment. This person is your supporter throughout your whole course who tracks your progress and talks to you about anything which may affect it.

What you can expect from your Angel:

- Contact from them at least once every fortnight – just to touch base and see if you need anything
- Work with you to amend your training plan when needed
- Let your trainer and our office know of difficulties that may be affecting your progress.

What your Angel expects from you:

- Keep in touch, at least fortnightly by responding to your Angel's message.
- Check your training plan regularly and let the Angel know if you need an extension or deferral (explained below)

Can Angels help with extensions and deferrals for my units?

Your Angel can:

- Give you an extension of time in any individual unit – you can extend your unit enrolment to double the standard times stated above.
- Defer your enrolment in your current unit(s) for up to 6 months
- Talk to you about gaining recognition of prior learning (RPL) for your existing knowledge and skills.

The difference between an *extension* and a *deferral* is that you are continuing to work on the unit during your extension – you're just taking a bit longer to get to the end. In a deferral, you stop work on a unit and start again at the end of the deferral period.

It is important to understand that if you defer your study in a unit, we can't guarantee that the unit or the assessments will be the same when you return. Of course, we will try to smooth your path back in, but just be aware that we are continually updating our units and if the assessments have changed, you will need to do the new assessment tasks.

If a student hasn't kept in regular contact with their Angel and reaches the end of their enrolment period (including any extensions or deferral) without completing the unit, the student's recorded result for that unit will be *not yet competent* and enrolment in the unit will be finalised. In this situation, if the student then wishes to complete the unit, a new enrolment in the unit is needed and unit fees may be charged. Of course, this student will never be you!

Can I suspend my enrolment in my course?

Yes, you can ask your Angel to arrange to suspend your enrolment in your whole course for up to 12 months – for example, you might be unable to study for some months but want to return later.

Remember, there may be changes in course requirements during this period necessitating changes to training plans or assessment items when you return.

What can I expect of my trainers?

Your trainers are your subject matter experts and assessors. Usually, they are running their own businesses as well. This gives them a very practical approach to their units, and you benefit by their industry knowledge.

As a guide, you can expect your trainer will:

- Send a short message to you within 2 days of starting their unit.
- Give you feedback within 3 days of submitting an assessment task
- Answer your messages asking for assistance within 36 hours.

Send your questions about the unit content or the assessment tasks to your trainer by clicking on the message link near their picture on each unit page in RuralBiz Online.

Can I get copies of assessment tasks I've submitted?

We strongly recommend you keep your own copy of all information or completed tasks you submit. However, we do retain assessment tasks for at least 6 months so during that period you can send an email to admin@ruralbiztraining.com.au if you have lost your copy. However, we are unlikely to be able to help when more than 6 months has passed.

Does RuralBiz Training have “graduation ceremonies”?

Yes, each year we have small events in a number of locations to recognise students who have completed a qualification with us during the previous 12-18 months. We often call these “community recognition days” or “award days”, and they usually consist of a short award presentation by a local MP followed by morning/afternoon tea. They are a great chance to put faces to names of people you may have talked to online!

Remember, keeping in touch with your Angel and trainer will keep you going forward.

We can solve most student problems – we just need to know what they are!



2. KEY POLICIES AND PROCEDURES

2.1 ADMISSION

Our selection processes are fair and equitable and are consistent with access and equity principles, and Training Package requirements. Selection into our programs is based on availability of places and you:

- meeting any funding body criteria
- meeting any prerequisite qualifications and experience
- meeting our published entry requirements
- agreement to abide by our policies, procedures and code of conduct
- payment of required fees and charges

General course entry requirements

- **General education levels**
Certificate III/IV – completion of Year 10 or equivalent OR be able to demonstrate at least 1 years relevant experience.
Diploma – completion of Year 12 or equivalent OR be able to demonstrate at least 3 years relevant experience.
Advanced Diploma – completion of Diploma or equivalent AND be able to demonstrate at least 3 years relevant experience.
- **Literacy and numeracy testing**
All students complete the Australian Core Skills Profile for Adults assessment in literacy and number during enrolment. Required minimum standards are:
Certificate III/IV – Exit level 2 in both literacy and numeracy
Diploma / Advanced Diploma – Exit level 3 in both literacy and numeracy OR provision of a certified copy of an Australian Year 12 certificate relevant to your state.
- **Workplace and work placement requirements**
Agriculture (including Horticulture): be actively engaged in farming/ horticulture, or have ready access to and knowledge of a farm/horticulture business which can be used for completion of assessment tasks
Education Support: be working in a learner/teacher support role or have ready access to a classroom environment which can be used for completion of assessment tasks. We require all education support students to provide a supervisor verified work log demonstrating at least 100 hours of workplace experience within the last 2 years.
- **Computer requirements**
Have access to a computer with at least Windows 7, Word 97, Excel 97, and Adobe Reader (more recent versions of these programs are also satisfactory). If using a work computer, it is your responsibility to check with your IT Dept that you will be able to access our Moodle site (RuralBiz Online) and virtual classroom (Blackboard Collaborate) before enrolment. If using a Mac or Linux machine, please be aware that we are unable to provide any help with computer issues, and do not verify that software used will be compatible with these computers. All assessments must be submitted in Windows 7 or later compatible format.

- Access to the internet (satellite broadband or similar), use of Mozilla Firefox and Chrome internet browsers.
- Computer skills including use of the internet, email, basic word processing.
- Complete all enrolment documentation required, including providing a clear, colour copy of either your Driver's Licence or ID page of your passport.
- Provide your Unique Student Identifier (USI) or agree to us issuing one on your behalf. A video with more information about the USI is available at <https://www.youtube.com/watch?v=HRYaaf-B7Ho> or go to www.usi.gov.au

Enrolment procedure

Enrolling with RuralBiz Training is a chance for us to get to know each other. The steps are:

- Completion of the online enrolment form (including USI) and provision of photo ID
- Completion of the LLN assessment
- Choice of, and enrolment in, payment option
- Training plan and introduction to your Guardian Angel
- Set up of your RuralBiz Online account
- Other choices such as RPL and purchase of a headset.

Please refer to Section 5.3 of this Handbook for more information about the USI (Unique Student Identifier).

2.2 FEES

Course fees will vary according to which course you are enrolled in. Fees are generally for enrolment and tuition, course materials, texts and other services related to your training and assessment. Note that Farm Mapping software is required for the unit AHCAGB505A Develop a whole farm plan – we use Practical Systems (\$396 incl GST student discount) but please check with the trainer if you have your own mapping software as it may be suitable. Please contact our office for up to date information on fees for your chosen qualification.

Generally, course fees are based on the NSW Smart and Skilled fee schedule. For programs conducted under Government subsidy programs in other states, fees are determined according to the relevant state's Fee Policy.

We provide fee information on your chosen course prior to enrolment. If you have not received fee information, or if you have any questions related to fees and charges we encourage you to contact our Dubbo office for more information.

No testamur (Certificate or Statement of Attainment) will be issued unless all fees have been paid.

Fee concessions and exemptions

Some Government subsidised programs have concession fees and fee exemptions. Please refer to the information for your particular funding program for further information and discuss with our staff during your pre-enrolment interview.

2.3 PAYMENT AND REFUND OF FEES AND CHARGES

Fees are payable in advance and payment may be made by cheque, direct deposit or credit card (VISA, Mastercard accepted). You will receive an invoice with your confirmation of enrolment letter, and payment is due as shown on your invoice. Please contact our office if you are having difficulty paying your fees.

From 1 January 2017, the Commonwealth VET Student Loans program replaced the existing VET FEE-HELP loan program. Students who have an existing VET FEE-HELP loan and who "opted-in" may continue to access VET FEE-HELP for units with a census date to 31 December 2017.

Student fees may be paid using the Debitsuccess payment plan (see below).

All students have the right to the statutory cooling off period (10 days). An explanation of this is available from [Fair Trading NSW](#).

VET Student Loans

Vet Student Loans are Australian Government loans that help eligible students pay for all or part of their tuition fees for higher level VET courses (diploma, advanced diploma) undertaken at approved providers, but cannot be used for additional study costs such as text books or accommodation.

This Commonwealth Government program allows students to access loans for courses that:

- have a high national priority
- meet industry needs
- contribute to addressing skills shortages
- lead to employment outcomes.

The program also features loan caps for course loans. This means if the course fees are above the loan cap, the student will need to pay the difference. In 2017 no RuralBiz Training course fee is greater than the current course loan cap.

VET Student Loans are available to eligible students in the following courses:

- AHC50116 DIPLOMA OF AGRICULTURE
- AHC50416 DIPLOMA OF HORTICULTURE
- AHC51416 DIPLOMA OF AGRIBUSINESS MANAGEMENT
- AHC60316 ADVANCED DIPLOMA OF AGRIBUSINESS MANAGEMENT

RuralBiz Training has applied to become a Vet Student Loan provider for all Diploma and Advanced Diploma courses we offer.

Students who use VET Student Loans to cover all or part of their fees incur a liability to the Commonwealth Government on the relevant census date for their enrolled unit(s) of study (published on our website www.ruralbiztraining.com.au).

Please carefully read the information about VET Student Loans on the government Study Assist website (www.studyassist.gov.au) and contact us if you have any questions about how this may apply to you.

VET FEE-HELP

Students who have an existing VET FEE-HELP loan and who "opted-in" may continue to access VET FEE-HELP for units with a census date to 31 December 2017.

Students who use VET FEE-HELP to cover all or part of their fees incur a liability to the Commonwealth Government on the relevant census date for their enrolled unit(s) of study (published on our website www.ruralbiztraining.com.au).

Please carefully read the information about VET FEE-HELP on the government Study Assist website (www.studyassist.gov.au) and contact us if you have any questions about how this may apply to you.

Payment plan

Student fees may be paid in smaller, regular instalments directly from a bank account or credit card through [Debitsuccess](#) (phone: 1800 148 848). You retain control over the payments, and we do not hold bank account or credit card details. Details of this are available on our website .

Please note that Debitsuccess charges a once off \$10 establishment fee and 4% administration fee on payments.

Fee Refunds

Students in VET Student Loans or VET FEE-HELP eligible courses who withdraw from their enrolled unit(s) of study prior to the published census date will receive a fee refund (or in the case of VET Student Loans/VET FEE-HELP students, no liability will be incurred).

If a student withdraws from an enrolled unit of study AFTER the census date, NO refund is applicable. Students may be eligible for a refund (or remittance of VET Student Loan or VET FEE-HELP debt) if they withdraw after the census date *only* if they can demonstrate special circumstances *and* with approval from RuralBiz Training CEO.

Where a student has paid upfront for future units (i.e. those units in which the student has not yet started), a proportionate refund will be made on withdrawal. The refund amount will be equal to payment made for future units, less the cost of any materials provided by RuralBiz Training to you related to these units which are not returned unused.

If RuralBiz Training cancels or ceases to provide training, we will issue a full refund for any services not yet provided. The basis for determining "not yet provided" is based on the units of competency completed by you and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A learner was enrolled in a course of 10 units with a total course fee of \$9000. The learner had paid \$1,500 up front. The course was cancelled due to

trainer illness and the learner at that time had completed 1 unit of the 10 units. The learner's enrolment would be finalised and the learner would receive a Statement of Attainment for the one completed unit. The learner would also receive a refund of \$600 which represents the value of the training paid for but not delivered.

Please note that these fee refund conditions apply to all students.

Replacement of texts and training materials

Students who require replacement of issued texts, workbooks or other training materials will be liable for additional charges to cover the cost of the replacement. Where a student purchases a text, workbook or training materials and subsequently cancels the enrolment, no refund for these items is payable.

2.4 COURSE CANCELLATIONS, WITHDRAWAL OR DEFERMENT

We understand that circumstances change, and you may find you are having difficulty completing your training. We will work with you to develop a plan which will help you finish your course, but we need you to talk to us about your changed circumstances.

Deferring your studies

You may defer or temporarily suspend your studies, provided you contact our office in advance. We will help you set the date to resume your course, and let you know of any fee implications for your deferral. If you are a government subsidised student or trainee, there may also be particular requirements which you must meet to retain your subsidy.

Withdrawing/cancelling your enrolment

Should you decide to cancel or withdraw from your training, you must advise us in writing (eg. by email). There may also be specific requirements for students enrolled in government subsidised training or traineeships – please contact us for advice.

If you discontinue your training without completing your chosen qualification, we will send you a Statement of Attainment for any completed Units of Competency within 30 days of your final assessment and once all outstanding fees have been paid.

2.5 STATEMENT OF ASSURANCE

If RuralBiz Training ceases to provide a VET course in which you are enrolled, we will assist you find a similar VET course with another provider. We will pass any fees we have collected from you for units that you have not yet completed to the other provider, or provide you with a refund for these units. We will also pass your training records to the other provider.

For full details of our statement of VET tuition assurance, please visit our website.

2.6 PRIVACY

RuralBiz Training collects personal information for purposes related to education or employment, government reporting requirements and requests for government fee assistance.

RuralBiz Training abides by the Australian Privacy Principles and takes reasonable measures to protect the privacy of individuals and our staff in accordance with state and federal legislation.

You can find more information at www.privacy.org.au

Records held

The records we hold include:

- information you provide on your enrolment forms
- identification details
- training / employment details
- copies of any supplied evidence as part of your RPL
- copies of certificates or qualifications
- payment information
- complaints or appeals lodged (if applicable) including reports and outcomes

We retain your photo ID (eg driver's licence or other ID provided) because we use it to confirm your identity if required. For example, this may occur during online training sessions, RPL activities, or prior to issuing a replacement copy of your certificate.

We store your information securely and will only disclose it to third parties with your written consent. You can request access to your personal information at any time by sending us a written request. We will ask for evidence of your identity before giving access, and once we have verified identify, access will be provided within 30 days. You may ask us to update your personal information.

3. LEARNING AND ASSESSMENT

RuralBiz Training (RTO Code 90782) is responsible for the compliance of your training and assessment.

3.1 RIGHTS AND OBLIGATIONS

You have the right to:

- expect that the quality of your training meets the standards, regulations and requirements set down by the Australian Skills Quality Authority (ASQA)
- have your AQF certificate issued within 30 calendar days of you being assessed as meeting the requirements of your course
- be informed about the collection of your personal information and be able to review and correct it
- be informed about changes to our agreed services (eg. changes to units/qualifications, third party arrangements, ownership)
- access our consumer protection complaints process

If you are a government subsidised student, we may have additional obligations to you as a condition of the funding contract. We will inform you of these at enrolment.

As a RuralBiz Training student, you commit to:

- provide us with accurate information
- behave in a responsible and ethical manner
- complete all training and assessment within time frames or as per extension granted
- respond promptly to communication from your trainer, guardian angel or our administration staff
- attend all scheduled training sessions unless you have given us at least 48 hours' notice
- participate in and positively contribute to all training sessions
- treat all students and RuralBiz Training people with respect, including avoidance of inappropriate language/swearing.

Gross misconduct may result in suspension or expulsion from training and assessment.

RuralBiz Training reserves the right to amend the conditions of your enrolment at any time. If amendments are made that affect your enrolment, you will be informed 10 days prior to the changes taking effect.

3.2 LEARNING ENVIRONMENT

Most of our training is offered online, so you will need a computer and access to the internet – please refer to details in Section 1.1.1 General Course Requirements.

You may be required to do a short introductory course to familiarise you with the online technologies we use. You are also welcome to ring us for help or visit our office in Dubbo for one on one support.

We have policies, procedures and information to help create a learning environment that is safe and healthy, diverse, friendly and non-discriminatory. We encourage you to visit our website to view relevant policies and procedures.

3.3 TRAINING PLANS

We will discuss your training plan with you at enrolment. If your circumstances change, your training plan can be amended at any stage in your course, provided you still complete the qualification within the maximum time.

3.4 COURSES

RuralBiz Training offers both accredited and non-accredited training. We provide vocational education in Agriculture (including Horticulture), Education Support and Governance. Nationally Recognised Qualifications that we are registered to deliver are listed on www.training.gov.au

Further information about our courses, including costs and durations, is available from our website www.ruralbiztraining.com.au or by contacting our office.

3.5 TRAINERS/ASSESSORS

Your trainers/assessors are highly qualified and experienced industry people who are committed to best practice and helping you meet course requirements. All trainers/assessors must provide RuralBiz Training with evidence of their industry currency and participation in ongoing professional development.

3.6 COURSE RESOURCES

You will access most of your course resources through our online learning management system, RuralBiz Online. In some units, you will also be provided with hard copy materials.

Some units may require you to purchase additional textbooks or materials (eg farm mapping software). We will advise you where you may obtain these. RuralBiz Training does not give refunds for textbooks or materials you have purchased.

3.7 SPECIAL LEARNING NEEDS

Please let us know at enrolment if you have any special needs in relation to training or assessment. For example, if you have a disability which may make it more difficult for you to complete your assessment tasks or you have literacy or numeracy issues which interfere with your learning. We will make reasonable adjustments to our materials and tasks to facilitate your learning and assessment

We encourage you to also let your trainer know of your needs when you start each unit, and remind them again prior to doing an assessment task if special consideration is needed.

3.8 ASSESSMENT

Your training will include tasks which you must complete and submit as part of an ongoing assessment process. Failure to complete these tasks, or any other agreed alternative form of assessment will result in a “not yet competent” outcome for the unit.

You will be advised of the assessment tasks and due dates when you start each unit. Information about how to access help when needed is also provided.

You will be required to attend at least one AgForum in each unit. An AgForum is a student group discussion about an issue related to agriculture. Your involvement is assessed as evidence that you meet the oral communication requirements of each unit.

Each qualification offers the following assessment pathways:

- Recognition of Prior Learning (RPL) – assessment only process which allows people to have their existing skills and knowledge assessed against the unit of competency
- Training and assessment – complete training and assessment tasks to demonstrate your competence
- Blended pathway – mixture of RPL plus training and assessment.

RuralBiz Training offers all students the opportunity to apply for RPL at enrolment. You can also let us know if you wish to use RPL at any stage of your qualification. You will be allocated an RPL assessor who is responsible for determining the extent of RPL and applying the process. Please refer to our separate RPL Handbook for details of our RPL processes (available on request from our office).

Our assessment processes and tools meet the four principles of assessment:

1. Validity – assess the unit of competency it is meant to assess
2. Reliability – produces the same result about your competency no matter who your assessor is or when it occurs
3. Fairness – designed and conducted so that no student is disadvantaged compared to other students
4. Flexibility – reasonable adjustments are made to accommodate the needs of our students.

3.9 CREDIT TRANSFER

Units of competency achieved and detailed in Statements of Attainments or Certificates issued by other Registered Training Organisations will be recognised by RuralBiz Training in a credit transfer process provided those units are equivalent to units in your course. Certified copies of Certificates or Statements of Attainment and Academic Transcripts showing nationally accredited unit codes and titles must be provided to our office in hard copy.

3.10 REFERENCING AND COPYING OF WORK

Referencing is required to acknowledge information from other sources when you are completing written tasks. If you fail to do this, you may be accused of plagiarism.

Copying another student's work is not permitted and could jeopardise your ability to complete your qualification. All work submitted requires you to agree to a declaration that it is your own work. Failure to do this may result in a "not yet competent" outcome.

3.11 COPYRIGHT

RuralBiz Training holds a statutory Education Licence administered by Copyright Agency Ltd which allows us to reproduce a wide range of materials for our students. It does not allow you to further reproduce those materials. For study and research purposes, participants are allowed to copy 10% or one chapter of a book or one article per issue of a journal (magazine). More extensive reproduction may be possible with permission from the author or publisher.

3.12 EXTENSIONS

If you are unable to complete your assessment tasks in the allocated time, please contact your trainer or angel to request an extension.

3.13 COMPLAINTS AND APPEALS

If you are dissatisfied with an assessment outcome or decision we make, you may appeal. If you are dissatisfied with any service we provide to you, you may make a complaint. Our complaints and appeals policy and procedures embody the principles of natural justice and procedural fairness and are designed to ensure RuralBiz Training responds effectively to any individual dissatisfied with our decisions or operations. Your complaint or appeal will be dealt with fairly and confidentially, within 60 calendar days of us receiving it (otherwise a written explanation of the delay and regular progress reports will be given to you).

To view RuralBiz Training's full general complaints and appeals policy and procedure please visit <http://www.ruralbiztraining.com.au/general-complaints-and-appeals> or call us for a copy.

3.14 SUPPORT SERVICES

We offer a range of support services to optimise your success in training and assessment outcomes.

Language, Literacy and Numeracy

You will complete the Australian Core Skill Profile for Adults (reading and numeracy) at enrolment. Depending on your results, you may be referred to a specialist LLN support person to help you with written assessment. Additionally, you or your trainers may refer you to the LLN person at any time during your enrolment with us.

Guardian Angels

At enrolment, you will be allocated to a learning support person, your Guardian Angel. Your Guardian Angel will remain in contact with you throughout your course to provide additional support and encouragement.

Disability Support

RuralBiz Training will make reasonable adjustment to facilitate training and assessment for participants who advise us that they have a disability.

Other Support Services

A range of services is available; contact details for some are listed below. For most services you can self-refer, or we can contact the provider on your behalf.

Reading Writing Hotline Phone: 1300 655 506 www.readingwritinghotline.edu.au	Centrelink Phone: 131021 Skills for Education and Employment Phone: 132 850	Ability Options Phone: 02 8811 1777 www.abilityoptions.org.au
Physical Disability Council of NSW Phone: 02 9552 1606 www.pdcnsw.org.au	BeyondBlue Phone: 1300 224 636 www.beyondblue.org.au	Salvation Army Counselling Service Phone: 1300 363 622
Homeless Persons Info Line Phone 1800 234 566	Domestic Violence Crisis 24 Hours Phone: 1800 656 463	<i>Please contact us if you want help locating a suitable service.</i>

4. HEALTH AND SAFETY

As an online student, you will be working in an area which you provide yourself. However, RuralBiz Training strongly encourages you to ensure you have a safe and healthy working environment for your study. We have provided a link to a WorkCover NSW publication in the Student Support section of RuralBiz Online which gives you some useful information on setting up your desk and computer to reduce fatigue and muscle strain.

If you are involved in any face to face activities with us, our trainers will remind you of the health and safety procedures to minimise risk in that location. You must follow these directions promptly and assist the trainer to protect the safety of you and others in your group.

4.1 BULLYING, DISCRIMINATION AND HARASSMENT

RuralBiz Training operates without bias, discrimination or harassment and we expect the same from all participants in our courses.

We do not use behaviour that is unwelcoming, demeaning, unreciprocated and/or offensive to an individual or group of people, and we require the same from you. You have the right to feel safe and to have the opportunity to achieve your full potential in your study. If you are being harassed, seek help immediately by choosing whichever of the following options best suits you:

- tell the person they are making you uncomfortable and ask them to stop; or
- make a complaint to one of our staff in the RuralBiz Training office (02 6884 8812); or
- make a complaint to your state anti-discrimination body.

NSW: Anti-Discrimination Board of NSW www.antidiscrimination.lawlink.nsw.gov.au

QLD: Anti-Discrimination Commission www.adcq.qld.gov.au

VIC: Vic Equal Opportunity and Human Rights Commission www.humanrightscommission.vic.gov.au

TAS: Anti Discrimination Commissioner www.antidiscrimination.tas.gov.au

SA: Equal Opportunity Commission (SA) www.eoc.sa.gov.au

WA: Equal Opportunity Commission www.eoc.wa.gov.au

NT: NT Anti Discrimination Commission www.adc.nt.gov.au

5. ADMINISTRATIVE MATTERS

5.1 CHANGE OF PERSONAL DETAILS

Please inform us immediately if there is any change to your:

- Name
- Address
- Mobile / landline phone numbers
- Email address

We will use this information to update your details in our student management system

Please refer to 1.6.1 Privacy section above for information on security of the information you provide to us.

5.2 ISSUING YOUR CERTIFICATE OR STATEMENT OF ATTAINMENT

If you have successfully completed all requirements for a qualification, you will receive a Certificate which lists all units completed. If you completed a partial qualification, we will issue you a Statement of Attainment that includes the units you completed. We will issue the relevant document within 30 days of your course completion.

Any Certificates or Statements of Attainment will be put on hold until all outstanding fees and charges are paid.

Please contact RuralBiz Training if you need a replacement copy of your Certificate or Statement of Attainment. There is no charge for the first reissue, for second or subsequent reissues a \$50 administration fee will apply.

5.3 UNIQUE STUDENT IDENTIFIER (USI)

Everyone who enrolls in nationally recognised training needs a Unique Student Identifier (USI), which will be associated with any such training you do from 1 January 2015, collating your records and results into one easily accessed online account. You will be able to check your details and print out your own training records in the future. Please read the [USI Privacy Notice](#).

We will ask you for your USI as part of the enrolment process. If you do not have one, we will create one for you, and you will receive an email advising you of your number. Please read the [USI Privacy Notice](#) for students when the RTO applies for the USI on their behalf.

If you have a genuine personal objection to applying for a USI, you may apply for an exemption from this requirement and provide us with your Notice of Exemption from the Student Identifiers Registrar. Information on how to make this application is available from:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

5.4 STUDENT CARD

Students who enrol in a qualification will be provided with a student card which may be used to confirm their enrolment when seeking discounts or concessions. It is not a photo identification card.